



Case Study

# Insurance leader boosts profitability of employee benefits solutions with move to Azure

Amdocs Cloud Studio sets financial services company up for major cost savings with time-critical cloud migration of commercial, client-facing software applications

## Summary

The German arm of a British-American financial services giant urgently needed to migrate 15 complex business-critical applications to Azure. Due to a global, company-wide data center exit deadline, the migration had a strict cut-off for completion. Several of the applications were revenue-generating employee benefits solutions built by the company on behalf of key customers, so a seamless transition was essential. Amdocs Cloud Studio worked closely with the company's internal teams to devise and implement a pragmatic migration strategy that set the applications up for smooth, secure, and cost-effective performance in the cloud.

- 15 business-critical applications migrated to Azure inside challenging 15-week window.
- Revenue-generating employee benefits solutions primed for ongoing cloud optimization to maximize profitability.
- Immediate cost benefits realized through on-time data center exit driven by wider organizational goals.

*"Any unplanned downtime risked incurring financial penalties... as well as damaging reputation."*

## Migrating revenue-generating applications presented multiple risks

As a leading global provider of insurance and reinsurance services, our client is no stranger to risk management. However, when it came to the cloud migration of employee benefits software applications built on-premise for blue-chip organizations in Germany, the stakes were exceptionally high. The applications generate tens of millions of Euros in revenue each year and play a vital role in the organizations that use them. Any unplanned downtime risked incurring financial penalties for our client's business customers, as well as damaging the reputations of all affected parties.

Based on a strong track record handling complex migrations for the insurance sector, Amdocs Cloud Studio was engaged to deliver this challenging project. An initial six-month timeframe meant there was no time for deliberation and no room for error.

Two months into the engagement, a change request from the client meant we had to pivot and accelerate the migration within a 15-week period. Decisive planning and expert orchestration were necessary to ensure a seamless, on-time transition to cloud. We also needed to seize any opportunities for cloud cost optimization that could be actioned without delaying progress.

*"The migrations were executed seamlessly with zero downtime."*

## Bespoke migration patterns ensured each application received expert treatment

Engineering experts from Amdocs Cloud Studio worked closely with the client's internal teams who built, managed, and used the on-premise applications. This included representatives from the various lines of business and offshore teams, as well as technical teams.

We listened carefully to the teams' priorities and challenges, considering each application individually. This enabled us to take a pragmatic approach given the time constraints. Our aim was to ensure all 15 applications would deliver the best possible outcomes on Azure in the short term, while also priming them for longer term improvements.

Due to the tight deadline, rehosting ('lift and shift') was the most appropriate route to the cloud for most applications. However, despite the lack of time for extensive refactoring, Amdocs Cloud Studio engineers were able to leverage some important cloud benefits. This included improving cloud cost efficiency via techniques such as rightsizing and a meticulous approach to the provisioning of virtual machines.

Where feasible, we modernized applications, for instance rearchitecting them to include the Terraform Infrastructure as Code tool. This further enhanced control and efficiency in the new environment, supporting consistency and reduced time to market. Decisions about which tools and techniques to use during the migration were made on an application-by-application basis, with factors such as technical debt and dependencies taken into account. We also implemented measures to enhance security and data protection in the cloud, advising on the latest and most effective tooling, techniques, and processes. For instance, we introduced failover capabilities to enhance applications' readiness for disaster recovery in the event of an outage.

As well as collaborating with internal teams during the planning and execution of the migrations, we mentored individuals to help build their cloud skills. This has set the company up to continually derive more value from the cloud.

## Move to Azure sets stage for higher profits

All 15 applications were successfully migrated to Azure before the data center exit deadline. This delivered immediate cost benefits and satisfied the wider organizational goal for cloud transformation.

The migrations were executed seamlessly with zero downtime thanks to Amdocs Cloud Studio's careful planning and preparation. Revenue-generating employee benefits solutions are already benefitting from Azure's pay-as-you-go pricing model for hosting. As cloud optimization continues, profit margins are expected to increase further for the German arm of this multinational financial services company.

Amdocs Cloud Studio's next phase of activity will focus on improving applications' cloud presence, with a strong focus on cost management, security, and resilience. With robust foundations now in place, the next step is to boost applications' performance and profitability using more advanced cloud capabilities.

***"As cloud optimization continues, profit margins are expected to increase further."***



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